

Software License, Warranty, Safety, and Regulatory Information
SURFboard® SBG941 Series Wireless Cable Modem Gateway

SAFETY AND REGULATORY INFORMATION

IMPORTANT SAFETY INSTRUCTIONS — when using your equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:

- Read all of the instructions listed here and/or in the user manual before you operate this device. Give particular attention to all safety precautions. Retain the instructions for future reference.
- This device must be installed and used in strict accordance with manufacturer's instructions, as described in the user documentation that is included with the device.
- Comply with all warning and caution statements in the instructions. Observe all warning and caution symbols that are affixed to this device.
- To prevent fire or shock hazard, do not expose this device to rain or moisture. The device must not be exposed to dripping or splashing. Do not place objects filled with liquids, such as vases, on the device.
- This device was qualified under test conditions that included the use of the supplied cables between system components. To ensure regulatory and safety compliance, use only the provided power and interface cables and install them properly.
- Different types of cord sets may be used for connections to the main supply circuit. Use only a main line cord that complies with all applicable device safety requirements of the country of use.
- Installation of this device must be in accordance with national wiring codes and conform to local regulations.
- Operate this device only from the type of power source indicated on the device's marking label. If you are not sure of the type of power supplied to your home, consult your dealer or local power company.
- Do not overload outlets or extension cords, as this can result in a risk of fire or electric shock. Overloaded AC outlets, extension cords, frayed power cords, damaged or cracked wire insulation, and broken plugs are dangerous. They may result in a shock or fire hazard.
- Route power supply cords so that they are not likely to be walked on or pinched by items placed upon or against them. Pay particular attention to cords where they are attached to plugs and convenience receptacles, and examine the point where they exit from the device.
- Place this device in a location that is close enough to an electrical outlet to accommodate the length of the power cord.
- Place the device to allow for easy access when disconnecting the power cord of the device from the AC wall outlet.
- Do not connect the plug into an extension cord, receptacle, or other outlet unless the plug can be fully inserted with no part of the blades exposed.
- Place this device on a stable surface.
- It is recommended that the customer install an AC surge protector in the AC outlet to which this device is connected. This is to avoid damaging the device by local lightning strikes and other electrical surges.
- Postpone installation until there is no risk of thunderstorm or lightning activity in the area.
- Do not cover the device or block the airflow to the device with any other objects. Keep the device away from excessive heat and humidity and keep the device free from vibration and dust.
- Wipe the device with a clean, dry cloth. Never use cleaning fluid or similar chemicals. Do not spray cleaners directly on the device or use forced air to remove dust.
- Do not use this product near water: for example, near a bathtub, washbowl, kitchen sink or laundry tub, in a wet basement, or near a swimming pool.

Software License, Warranty, Safety, and Regulatory Information

SURFboard® SBG941 Series Wireless Cable Modem Gateway

- Upon completion of any service or repairs to this device, ask the service technician to perform safety checks to determine that the device is in safe operating condition.
- Do not open the device. Do not perform any servicing other than that contained in the installation and troubleshooting instructions. Refer all servicing to qualified service personnel.
- This device should not be used in an environment that exceeds 40° C.

SAVE THESE INSTRUCTIONS

Note to CATV System Installer — This reminder is provided to call the CATV system installer's attention to Section 820.93 of the National Electric Code, which provides guidelines for proper grounding and, in particular, specifies that the Coaxial cable shield shall be connected to the grounding system of the building, as close to the point of cable entry as practical.

FCC STATEMENTS

FCC Interference Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the device off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the device and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation.

FCC CAUTION: Any changes or modifications not expressly approved by Motorola for compliance could void the user's authority to operate the equipment.

FCC RADIATION EXPOSURE STATEMENT

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. To comply with the FCC RF exposure compliance requirements, the separation distance between the antenna and any person's body (including hands, wrists, feet and ankles) must be at least 20 cm (8 inches).

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

The availability of some specific channels and/or operational frequency bands are country dependent and are firmware programmed at the factory to match the intended destinations. The firmware setting is not accessible by the end user.

INDUSTRY CANADA (IC) STATEMENT

This device complies with RSS-210 of the Industry Canada Rules. Operation is subject to the following two conditions:

1. This device may not cause interference, and
2. This device must accept any interference, including interference that may cause undesired operation of the device.

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

IC RADIATION EXPOSURE STATEMENT

IMPORTANT NOTE: This equipment complies with IC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20 cm between the radiator and your body.

Software License, Warranty, Safety, and Regulatory Information

SURFboard® SBG941 Series Wireless Cable Modem Gateway

WIRELESS LAN INFORMATION

This device is a wireless network product that uses Direct Sequence Spread Spectrum (DSSS) radio technology. The device is designed to be inter-operable with any other wireless DSSS product that complies with:

- The IEEE 802.11 Standard on Wireless LANs (Revision B and Revision G), as defined and approved by the Institute of Electrical Electronics Engineers
- The Wireless Fidelity (Wi-Fi) certification as defined by the Wireless Ethernet Compatibility Alliance (WECA).



RESTRICTIONS ON THE USE OF WIRELESS DEVICES

In some situations or environments, the use of wireless devices may be restricted by the proprietor of the building or responsible representatives of the organization. For example, using wireless equipment in any environment where the risk of interference to other devices or services is perceived or identified as harmful.

If you are uncertain of the applicable policy for the use of wireless equipment in a specific organization or environment, you are encouraged to ask for authorization to use the device prior to turning on the equipment.

The manufacturer is not responsible for any radio or television interference caused by unauthorized modification of the devices included with this product, or the substitution or attachment of connecting cables and equipment other than specified by the manufacturer. Correction of the interference caused by such unauthorized modification, substitution, or attachment is the responsibility of the user.

The manufacturer and its authorized resellers or distributors are not liable for any damage or violation of government regulations that may arise from failing to comply with these guidelines.

SECURITY WARNING: This device allows you to create a wireless network. Wireless network connections may be accessible by unauthorized users. Please read the SBG941 User Guide or visit the Motorola website to learn how to protect your network.

INTERNATIONAL DECLARATION OF CONFORMITY

We,
Motorola, Inc.
101 Tournament Drive
Horsham, PA, U.S.A.

Declare under our sole responsibility that the
SURFboard SBG941 Wireless Cable Modem Gateway

To which the declaration relates is in conformity with the following standards:

EN 60950-1
EN 300 328
EN 301 489-1/-17
EN 61000-3-2
EN 61000-3-3

The following provisions of the Directive(s) of the Council of the European Union:

EMC Directive 2004/108/EC
Low Voltage Directive 2006/95/EC
R&TTE Directive 1999/5/EC
Waste Electrical and Electronic Equipment (WEEE) Directive 2002/96/EC
Restriction of the Use of Certain Hazardous Substances in Electrical Equipment (RoHS) Directive 2002/95/EC

CARING FOR THE ENVIRONMENT BY RECYCLING



When you see this symbol on a Motorola product, do not dispose of the product with residential or commercial waste.

Recycling your Motorola Equipment

Please do not dispose of this product with your residential or commercial waste. Some countries or regions, such as the European Union, have set up systems to collect and recycle electrical and electronic waste items. Contact your local authorities for information about practices established for your region. If collection systems are not available, call Motorola Customer Service for assistance: www.motorola.com/recycle

Software License, Warranty, Safety, and Regulatory Information SURFboard® SBG941 Series Wireless Cable Modem Gateway

SOFTWARE LICENSE

SURFboard SBG941 Series Wireless Cable Modem Gateway
Motorola, Inc.
Home & Networks Mobility Solutions Business ("Motorola")
101 Tournament Drive, Horsham, PA 19044

IMPORTANT: PLEASE READ THIS SOFTWARE LICENSE ("LICENSE") CAREFULLY BEFORE YOU INSTALL, DOWNLOAD, OR USE ANY APPLICATION SOFTWARE, USB DRIVER SOFTWARE, FIRMWARE, AND RELATED DOCUMENTATION ("SOFTWARE") PROVIDED WITH MOTOROLA'S CABLE DATA PRODUCT (THE "CABLE DATA PRODUCT"). BY USING THE CABLE DATA PRODUCT AND/OR INSTALLING, DOWNLOADING, OR USING ANY OF THE SOFTWARE, YOU INDICATE YOUR ACCEPTANCE OF EACH OF THE TERMS OF THIS LICENSE. UPON ACCEPTANCE, THIS LICENSE WILL BE A LEGALLY BINDING AGREEMENT BETWEEN YOU AND MOTOROLA. THE TERMS OF THIS LICENSE APPLY TO YOU AND TO ANY SUBSEQUENT USER OF THIS SOFTWARE.

IF YOU DO NOT AGREE TO ALL OF THE TERMS OF THIS LICENSE (I) DO NOT INSTALL OR USE THE SOFTWARE AND (II) RETURN THE CABLE DATA PRODUCT AND THE SOFTWARE (COLLECTIVELY, "PRODUCT"), INCLUDING ALL COMPONENTS, DOCUMENTATION, AND ANY OTHER MATERIALS PROVIDED WITH THE PRODUCT, TO YOUR POINT OF PURCHASE OR SERVICE PROVIDER, AS THE CASE MAY BE, FOR A FULL REFUND. BY INSTALLING OR USING THE SOFTWARE, YOU AGREE TO BE BOUND BY THE PROVISIONS OF THIS LICENSE AGREEMENT.

The Software includes associated media, any printed materials, and any "on-line" or electronic documentation, as well as any updates, revisions, bug fixes, or drivers obtained by you from Motorola or your service provider. Software provided by 3rd parties may be subject to separate end-user license agreements from the manufacturers of such Software.

The Software is never sold. Motorola licenses the Software to the original customer and to any subsequent licensee for personal use only on the terms of this License. Motorola and its 3rd party licensors retain the ownership of the Software.

You may:

USE the Software only in connection with the operation of the Product.

TRANSFER the Software (including all component parts and printed materials) permanently to another person, but only if the person agrees to accept all of the terms of this License. If you transfer the Software, you must at the same time transfer the Product and all copies of the Software (if applicable) to the same person or destroy any copies not transferred.

TERMINATE this License by destroying the original and all copies of the Software (if applicable) in whatever form.

You may not:

- (1) Loan, distribute, rent, lease, give, sublicense, or otherwise transfer the Software, in whole or in part, to any other person, except as permitted under the TRANSFER paragraph above.
- (2) Copy or translate the User Guide included with the Software, other than for personal use.
- (3) Copy, alter, translate, decompile, disassemble, or reverse engineer the Software, including, but not limited to, modifying the Software to make it operate on non-compatible hardware.
- (4) Remove, alter, or cause not to be displayed any copyright notices or startup message contained in the Software programs or documentation.
- (5) Export the Software or the Product components in violation of any United States export laws.

The Product is not designed or intended for use in on-line control of aircraft, air traffic, aircraft navigation, or aircraft communications; or in design, construction, operation, or maintenance of any nuclear facility. MOTOROLA AND ITS 3rd PARTY LICENSORS DISCLAIM ANY EXPRESS OR IMPLIED WARRANTY OF FITNESS FOR SUCH USES. YOU REPRESENT AND WARRANT THAT YOU SHALL NOT USE THE PRODUCT FOR SUCH PURPOSES.

Title to this Software, including the ownership of all copyrights, mask work rights, patents, trademarks, and all other intellectual property rights subsisting in the foregoing, and all adaptations to and modifications of the foregoing, shall at all times remain with Motorola and its 3rd party licensors. Motorola retains all rights not expressly licensed under this License. The Software, including any images, graphics, photographs, animation, video, audio, music, and text incorporated therein, is owned by Motorola or its 3rd party licensors and is protected by United States copyright laws and international treaty provisions. Except as otherwise expressly provided in this License, the copying, reproduction, distribution or preparation of derivative works of the Software, any portion of the Product or the documentation is strictly prohibited by such laws and treaty provisions. Nothing in this License constitutes a waiver of Motorola's rights under United States copyright law.

This License and your rights regarding any matter it addresses are governed by the laws of the Commonwealth of Pennsylvania, without reference to conflict of laws principles. THIS LICENSE SHALL TERMINATE AUTOMATICALLY if you fail to comply with the terms of this License.

Motorola is not responsible for any 3rd party software provided as a bundled application, or otherwise, with the Software.

U.S. GOVERNMENT RESTRICTED RIGHTS

The Product and documentation is provided with RESTRICTED RIGHTS. The use, duplication, or disclosure by the Government is subject to restrictions as set forth in subdivision (c)(1)(ii) of The Rights in Technical Data and Computer Software clause at 52.227-7013. The contractor/ manufacturer is Motorola, Inc., Home & Networks Mobility Solutions Business, 101 Tournament Drive, Horsham, PA 19044.

WARRANTY INFORMATION

SURFboard SBG941 Series Wireless Cable Modem Gateway

Motorola, Inc., Home & Networks Mobility Solutions Business ("Motorola")

What is my limited warranty? A limited warranty for this Product (including Software) is provided by Motorola to your distributor, cable operator, or Internet service provider, as applicable. Please contact your cable operator or Internet service provider ("Service Provider") for details. Motorola does not warrant that any Software will perform error-free or without bugs. Motorola's warranty shall not apply: (i) to any Product subjected to accident, misuse, neglect, alteration, Acts of God, improper handling, improper transport, improper storage, improper use or application, improper installation, improper testing, or unauthorized repair; or (ii) to cosmetic problems or defects which result from normal wear and tear under ordinary use, and do not affect the performance or use of the Product. Motorola's warranty applies only to a Product that is manufactured by Motorola and identified by Motorola-owned trademarks, trade

Software License, Warranty, Safety, and Regulatory Information

SURFboard® SBG941 Series Wireless Cable Modem Gateway

names, or product identification logos affixed to the Product. MOTOROLA DOES NOT WARRANT THIS PRODUCT DIRECTLY TO YOU, THE END USER. EXCEPT AS DESCRIBED IN THIS SECTION "WARRANTY INFORMATION," THERE ARE NO WARRANTIES OR REPRESENTATIONS OF ANY KIND RELATING TO THE PRODUCT, EXPRESS, IMPLIED, OR STATUTORY, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR WARRANTY AGAINST INFRINGEMENT. MOTOROLA IS NOT RESPONSIBLE FOR, AND PROVIDES "AS IS," ANY SOFTWARE SUPPLIED BY 3RD PARTIES.

What additional provisions should I be aware of? Because it is impossible for Motorola to know the purposes for which you acquired this Product or the uses to which you will put this Product, you assume full responsibility for the selection of the Product for its installation and use. While every reasonable effort has been made to insure that you will receive a Product that you can use and enjoy, Motorola does not warrant that the functions of the Product will meet your requirements or that the operation of the Product will be uninterrupted or error-free. MOTOROLA IS NOT RESPONSIBLE FOR PROBLEMS OR DAMAGE CAUSED BY THE INTERACTION OF THE PRODUCT WITH ANY OTHER SOFTWARE OR HARDWARE.

How long does this Limited Warranty last? Contact your Service Provider for details.

What you must do to obtain warranty service. For Product customer service, technical support, warranty claims, questions about your Internet service or connection, contact your Service Provider. ALL WARRANTIES ARE VOID IF THE PRODUCT IS OPENED, ALTERED, AND/OR DAMAGED.

THESE ARE YOUR SOLE AND EXCLUSIVE REMEDIES for any and all claims that you may have arising out of or in connection with this Product, whether made or suffered by you or another person and whether based in contract or tort.

IN NO EVENT SHALL MOTOROLA BE LIABLE TO YOU OR ANY OTHER PARTY FOR ANY DIRECT, INDIRECT, GENERAL, SPECIAL, INCIDENTAL, CONSEQUENTIAL, EXEMPLARY OR OTHER DAMAGES ARISING OUT OF THE USE OR INABILITY TO USE THE PRODUCT (INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTION, LOSS OF INFORMATION OR ANY OTHER PECUNIARY LOSS), OR FROM ANY BREACH OF WARRANTY, EVEN IF MOTOROLA HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IN NO CASE SHALL MOTOROLA'S LIABILITY EXCEED THE AMOUNT YOU PAID FOR THE PRODUCT.

Motorola's warranty is governed by the laws of the Commonwealth of Pennsylvania, excluding its conflict of laws principles and excluding the provisions of the United Nations.

© Motorola, Inc. 2009. All rights reserved.

MOTOROLA and the Stylized M logo are registered in the US Patent & Trademark Office. SURFboard is a registered trademark of General Instrument Corporation, a wholly-owned subsidiary of Motorola, Inc. The Wi-Fi CERTIFIED logo is a Certification Mark of the Wireless Fidelity Alliance, Inc. and the Wi-Fi Protected Setup logo is a trademark of the Wireless Fidelity Alliance, Inc. All other product or service names are the property of their respective owners. All other product or service names are the property of their respective owners. No part of the contents of this document may be reproduced or transmitted in any form or by any means without the written permission of the publisher.

570281-001-a

6/09



(NA MSO-only)